



Prepared 26 Jan 06

From the Benefits and Entitlements Service Team (BEST)

Postmasters Benefit Plan Enrollees Special Enrollment Opportunity 1 – 28 Feb 06

Via the BEST Phone System

Stateside employees: Dial 1-800-616-3775.

Overseas employees: Dial the toll-free AT&T Direct Access Number for the country you are in, then 800-616-3775. (AT&T Direct Access Numbers are available on the web at www.business.att.com/bt/dial_guide.jsp.)

1. When the phone system answers, you will hear **"Welcome, and thank you for calling the Air Force Customer Service Center."** Listen carefully to the menu. Press 2 for Air Force-served civilian employee, then 2 again for BEST benefits and entitlements services. You will hear two tones (and several seconds of silence) while your call is being transferred. You may also hear the telephone ring a few times.

2. The system will then voice information on using your Social Security Number and Personal Identification Number to access your records and process benefits transactions.

3. Listen carefully, you will be prompted **"To enter your SSN and PIN, press 1; if you have forgotten your PIN, press 2."**

- If this is your **first** time accessing the system, after entering your SSN you will hear "please enter your **four-digit** Personal Identification Number or PIN." (Also called your "BEST" or "benefits" PIN.) PIN numbers are automatically assigned by the automated system when you are hired. They are not mailed. The automatically assigned PIN is a four-digit number equivalent to your month and year of birth, for example, if born in September 1972, your PIN will be 0972.
- If this is **not** your first time accessing the system, you will hear "please enter your **six-digit** Personal Identification Number or PIN." (Rehired employees: If you were serviced by BEST under a previous appointment, you may have already selected a six-digit PIN. The system will remember this PIN.)
- If you have forgotten your PIN, press 2 to reset your PIN and enter your SSN, date of birth, service computation date for leave (SCD-Leave), civilian pay plan, grade, and step. (This information can be found on your **most recent** Leave and Earnings Statement or SF 50.) You will then enter a new six-digit numerical PIN. (Rehired employees – do not use the last SF 50 from your previous period of employment to obtain this data.)

4. You'll then hear **"Please hold while we verify this information."**

- If this is your **first** time accessing the system, you will hear **"Please change your PIN to a six-digit number of your choice."**
- If **not** your first time accessing the system, you'll hear **"To change your PIN, press 1; to continue, press 2."**

5. You'll then hear **"The current duty phone number on file for you is _____."** If this is correct, press 1, otherwise press 2." (This is your commercial duty phone number, with area code. Overseas employees should exclude their country code.)

6. The system will then voice the benefits main menu as follows: For Federal Employees Health Benefits, press 1; for Retirement, press 2; for Thrift Savings Plan, press 3; for Federal Employees' Group Life Insurance, press 4; and so on.

7. **Press 1 for Federal Employees Health Benefits.** The system will voice information about your enrollment, such as the 3-digit plan code, and family member information. Listen carefully -- the system will voice additional menu options. **You will then press zero (0) to transfer to a benefits counselor to conduct your health benefits enrollment change.**